

STREAMLINE

Winter 2018



HAMMER
Supports
Hurricane
Relief Efforts

Connect
Tri-Cities
2017

Energy
Management
Has Record
Year of Savings

30 Days
of Caring

FIGHTING BREAST CANCER ONE STEP AT A TIME

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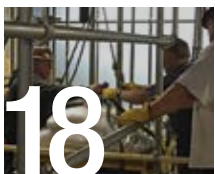
Almost every day, I have the opportunity to hear about the great work our employees are doing – work that is making MSA, Hanford and the entire community a better place. While it's impossible to share all of it, I'd like to share some of it with you as I am proud and humbled by it.

- Dani Kinney with Operation Support Services has been working tirelessly to implement the new Worker Alert Response Notification System (WARNS) to replace MSANS. WARNS will ensure workers are alerted to changing conditions in the field.
- The Acquisition Verification Support group is accustomed to last minute travel, working weekends and days off and sometimes round the clock. In FY 2017, this team performed 5,007 purchase order inspections and hundreds more reviews, audits and inspections with consistently high levels of customer service. Hats off to Patty Morrell, Ken Bottineau, Brian Kelly, Mike Malley, Steve Peterson, Dave Davis, Jonathan Sanwald, Shawn Slover, Luke White, Robert Still, Bud Twigg and Greg Schnaible.
- Captain Rudy Almeida with Hanford Patrol continues to make sure we all have the latest info on safe driving. He attends safety meetings across the site and recently sent a safety share with winter driving tips and information on the benefits of snow tires.
- Keith Eliason is a painter with Site Services & Interface Management. He recently took on the duties of a HAMTC safety representative to help resolve significant safety issues. He has proven to be a valuable asset, helping labor and management resolve safety issues. He's well-respected by his peers and has a great way of working with people to ensure we continuously improve our safety performance.
- Teena Mahoney and Shari Reese with Engineering wanted to ensure Information Management technicians (who often travel to various site locations) are always prepared in case of emergency. They made laminated cards listing all of the take cover facilities across the site and booklets with maps on how to get to each location.
- Last year, Motor Carrier Services experienced a significant number of vehicle accidents. Teamster stewards Ron Koons and Chase Morgan worked with management to review the data, develop recommendations and took part in a joint Safety ReSet meeting. Their willingness to partner with management and address the issues has resulted in fewer teamster-related vehicle accidents and improved communication with teamsters across the site. These improvements wouldn't have been possible without their leadership.
- Eva Cisneros with Content & Records Management is committed to excellence both at work and in the community. Not only has she volunteered for several MSA Cares events this past year, she also took on the role of United Way Coordinator for the Information Management team and helped to coordinate numerous fundraisers and rallies.
- A team of Matt Mathes, Joy Shoemake, Ed Yancey, Dave Havens, Jason Nanni and Karen Gaydosh quickly addressed a DOE-RL request for the Hanford Five Year Site Plan. The report describes real estate, facilities and infrastructure information in a top-down format. MSA successfully met the challenge of implementing the new guidance and securing RL and ORP comments to bring forward a validated draft report in an unprecedented 60-day timeframe and was highly commended by the customer.

These are only a few of the many examples of excellence across the MSA family. Thank you to our employees for your commitment to continuous improvement. ■

Bob Wilkinson
President

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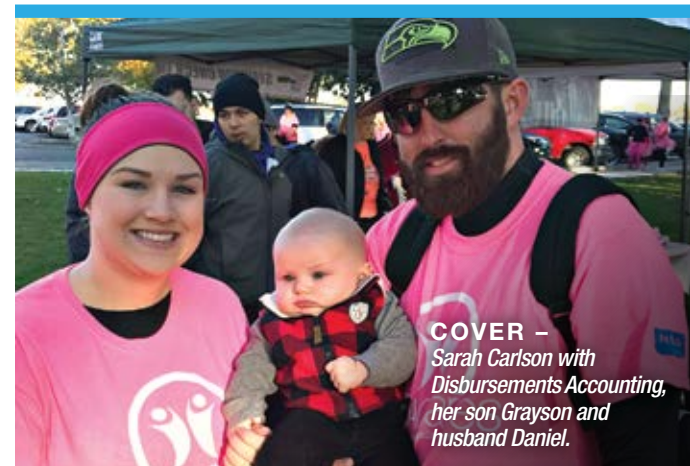
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COVER -
Sarah Carlson with Disbursements Accounting, her son Grayson and husband Daniel.

A CLOSER LOOK

STREAMLINE is published by Mission Support Alliance Communications and highlights company business and employee contributions. Readers are invited to share news events, including volunteer activities, individual achievements and program accomplishments.

Please email your ideas, suggestions and specific news items for consideration to:

MSACSo@rl.gov or call (509) 376-0469.

SAFETY FIRST

VPP Updates

As we step into the new year, let's reflect on the safety accomplishments we have achieved in 2017. There is much to be proud of, including:

- Continued recognition of Voluntary Protection Program Star sites for HAMMER, Safeguards & Security, and Mission Support Services.
- Injury rates lower than previous years.
- Record numbers of employees participating in safety meetings, campaigns, lunches and recognition events.

Take a moment and consider what you do to support a strong safety culture. We've had some great accomplishments in an ever-changing, dynamic environment. Where do we go from here?

We have much to look forward to in 2018 and we'll recognize opportunities for improvement. We will increase our vehicle safety. We will improve the performance of and response to safety inspections. Together, let's pledge to make 2018 a year of continued safety improvement, building on the strong safety culture that already exists at MSA.



Safety Awards | October – December

Presidents' Star Award

Mary Ellis was recognized for her many years of dedication to employee safety (29 years at Hanford, 10 with Business Ops). Mary has always been involved by serving as EZAC chair, scheduling safety meetings, supporting Safety Improvement Plan development, organizing safety lunches, and supporting VPP interviews. We thank Mary for championing the safety of her organization.

Presidents' Lifesaving Award

Dave Donovan with Hanford Patrol was recognized for helping an individual that had rolled a truck off the road. As the first person on the scene, Dave's training helped him to keep calm while trying to get the person out of the truck when a fire broke out.



Joe Cheevers, Bill Eaton, Bill Edwards, Steve Gunnink, Brad Jackson, Gary Karnofski, Nancy Ness and Nicole Zawadzki with HAMMER's Emergency Support Function #12 (ESF #12) team was recognized for supporting the Federal Emergency Management Agency response to one of our nation's most devastating hurricane seasons in history. ESF #12 supported restoration of critical energy infrastructure, coordinating emergency power and fuel for emergency responders.

Lessons Learned

Lessons learned and other operating experiences, including *good practices*, *safety alerts* and *product recalls* can be found on the OPEXSHARE website.



To stay informed, register for an account by going to opexshare.doe.gov. Become a subscriber and receive instant notifications when new content is published.

To view recent articles, including those below, go to the website and click on the *Most Recent* link.

- **3M Air-Purifying Cartridges – End of Service Life Indicator**
- **Safety Award Presented for Recognizing and Attempting to Solve Sign Blindness**
- **Personnel Work History and Information Security**

PZAC/All-Chair ZAC Calendar

The Presidents' Zero Accident Council (PZAC) and the All-chair ZAC meetings are held at various locations on site each month. PZAC is open to all employees and the All-chair ZAC meetings are open to all EZAC chairs and co-chairs. Be sure to check your Outlook notice for specific times and locations or contact Terri Reyes for meeting details or questions.

February	March	April
S M T W T F S	S M T W T F S	S M T W T F S
1 2 3	1 2 3	1 2 3 4 5 6 7
4 5 6 7 8 9 10	4 5 6 7 8 9 10	8 9 10 11 12 13 14
11 12 13 14 15 16 17	11 12 13 14 15 16 17	15 16 17 18 19 20 21
18 19 20 21 22 23 24	18 19 20 21 22 23 24	22 23 24 25 26 27 28
25 26 27 28	25 26 27 28 29 30 31	29 30

○ = All-Chair ZAC □ = PZAC

All-Chair ZAC	PZAC
February 13	February 15
March 13	March 15
April 10	April 19

Note: PZAC meetings are typically scheduled on the third Thursday of each month; however are subject to change.

DID YOU KNOW?

Pay it Forward

Studies show that kindness helps to relieve stress – doing a good deed or random act of kindness for someone can have a powerful effect on our health! Acts of kindness can range from a simple smile and “thank you” to a major commitment of time or money. Try these acts of kindness this month:

- Allow someone to merge in front of you in traffic.
- Hold a door open for someone.
- Offer to help someone with groceries or return the cart for them.
- Share your knowledge with a colleague or mentor a young person.

No matter what you choose to do, every act of kindness benefits you and those around you.

➤ payitforwardday.com/about/why-pay-it-forward

➤ psychologytoday.com/articles/200607/pay-it-forward



MEET MSA'S NEW CHIEF OPERATIONS OFFICER, AMY BASCHE



Amy Basche (pronounced Bash-ay), MSA's new chief operations officer (COO) has been on the job about two months. Thanks to more than 25 years of Hanford experience, Amy hit the ground running. MSA Communications staff caught up with Amy to learn a little more about her.

►► What was it about MSA that appealed to you?

After over 25 years with Tank Farms, I wanted to learn

more about the other components of Hanford and be involved in helping DOE continue to improve integration among all Hanford contractors in support of the overall mission. MSA manages the larger complexities of the site and taking this position will help me to challenge myself. It is impressive to see the sheer land mass that MSA is responsible for and all the unique scopes. I look forward to the continual learning atmosphere and being part of the team.

►► What experience do you have with mentorship?

I've had a mentor myself for close to 10 years. It's someone who no longer lives here but who has Hanford experience and offers unique insight to me both personally and professionally. Our mentorship began organically – we have similarities in our core values, work ethic, and how we both deal with people. We serve as sounding boards for one another, and in an industry such as ours, this is a valuable tool.

I've also had the opportunity to mentor a lot of people. It's important for there to be a personal connection for mentoring to work well. It's a two-way street and both the mentor and mentee should get value out of the relationship.

►► What are some of your leadership traits?

I care about people – they come first. I believe I am a leader that can take complex information and boil it down to manageable items in order to make timely and meaningful decisions. I tend to be practical and have a common sense approach.

►► What are you most proud of in your career so far?

That's a hard one, because it's not just about me. I have had many successful projects in my career, but I am just one member of a team that created that success. I'm proud to be

in executive management and being homegrown through Hanford. My first job was in the training department working through affidavits for the 242-A evaporator re-start in the early 90s. I've developed a certain level of trust with the workforce because I understand what it's like across the site and have their back.

►► You're the chair of the Junior Achievement (JA) board; what got you involved with JA?

I've been a JA classroom volunteer for close to 20 years. When you look at kids today and what JA provides in terms of financial literacy, it's clear that JA fills a gap.

I'm also excited to be part of MSA and to help keep the fundraising trophy in our possession! JA bowling is the largest fundraiser of the year for them and with the continued growth of schools, the need is outpacing the ability of JA to support it.

►► Who is your favorite sports team?

As a Gonzaga graduate, I'm a huge fan of Zags basketball. Making it to the finals last year was awesome.

My family and I are Seahawks fans as well.

►► What's your favorite thing about the Tri-Cities?

I have lived most of my life in the Tri-Cities and have always believed it's a great place to live. We have great schools, beautiful weather, a reasonable cost of living and close proximity to larger cities.

►► Tell us about your family and hobbies.

My husband, Rob and I both graduated from Kamiakin High School and have been married 26 years. We have one son, Austin, who also graduated from Kamiakin. We're dog people and have a chocolate lab named Blaze, who is the laziest lab you will find. My outlet for fun and stress relief is party planning and crafting for friends and family. I love seeing it all come together. ■

VPP STAR STATUS



Through diligence and dedication of ALL employees, MSA has a strong safety culture. MSA will continue to increase awareness of ongoing opportunities for safety improvement initiatives.





(Left to right) Richard Olson, Deputy Fire Marshal; Joe Vincent, Performance Assurance Specialist; Alex Nelson, Operations Specialist; Coby Sadler, Deputy Fire Marshal; Adam Moldovan, Fire Marshal; Rick Justice, Deputy Fire Marshal; Adam Popiel, Deputy Fire Marshal; Ben Johnson, Deputy Fire Marshal; Craig Lukins, Operations Specialist; Ryan Hibbs, Operations Specialist.

Hanford Fire Marshal's Office Benefits from Diverse Expertise

Adam Moldovan, MSA's Hanford Fire Marshal, leads a team of deputy fire marshals with diverse backgrounds that include emergency response, all phases of construction and demolition project support, commercial nuclear power operations, fire protection, program management, fire hazards analysis development, engineering management, fire investigating, hazardous materials management, fire code inspection/enforcement and nuclear safety engineering.

"This capable team brings a wide cross-section of experience and knowledge to our unique environment to ensure maximum fire safety for all."

NORB KUHMAN, HANFORD FIRE CHIEF

The team's experience plays an important role when determining potential fire risks for building plans, performing fire protection inspections and fire investigations, along with educating Hanford Site employees on fire protection and prevention.

In addition to the deputy fire marshals, a Performance Assurance organization was added to the Hanford Fire Marshal's Office to ensure expectations across the site and from DOE are met by performing management assessments, initiating performance metrics, performing event investigations and providing additional support to the entire Hanford Fire Department.

"We are pleased with the talent and experience represented within the Hanford Fire Marshal's Office," said Hanford Fire Chief Norb Kuhman. ■



HAMMER Continues to Support Hurricane Relief Efforts



Jose Rojas with Bonneville Power Administration and Bill Edwards with HAMMER, are ESF #12 responders who were stationed in Puerto Rico helping with relief efforts.

Volpentest HAMMER Federal Training Center's (HAMMER) Emergency Support Function #12 (ESF #12) responders have been working around-the-clock for more than four months supporting areas affected by Hurricanes Harvey, Irma and Maria.

"HAMMER is proud to be a part of DOE's energy response team. We are honored to work alongside our partners to help rebuild our country after this catastrophic hurricane season," said Nicole Zawadzki, with the ESF #12 response team.

The ESF #12 team has been working with DOE's Office of Electricity Delivery and Energy Reliability to deploy responders to the Federal Emergency Management Agency (FEMA) response centers in Washington, D.C., Texas, Florida, North Carolina, Puerto Rico, St. Thomas and St. Croix. The focus of the ESF #12 team is on damage assessment and restoration of energy systems including the electrical grid, oil and gas pipelines, and fuel supplies.

"We want to thank all of the responders involved in this relief effort and are truly inspired to see what a force of people working towards a common goal can do," said Zawadzki. ■

Facility Upgrade Completed on Time and Under Budget

A collaborative effort between MSA's Engineering and Project teams (Project Management and Field Execution) resulted in six upgraded shower stalls, on schedule and under budget.

"The existing showers had been in service for more than 25 years and were in serious need of replacement," said Kevin Hanlon, with Engineering. "All six original showers were undersized, and four of the showers were poorly attached to the ceiling; the doors and walls wobbled when the showers were being used."

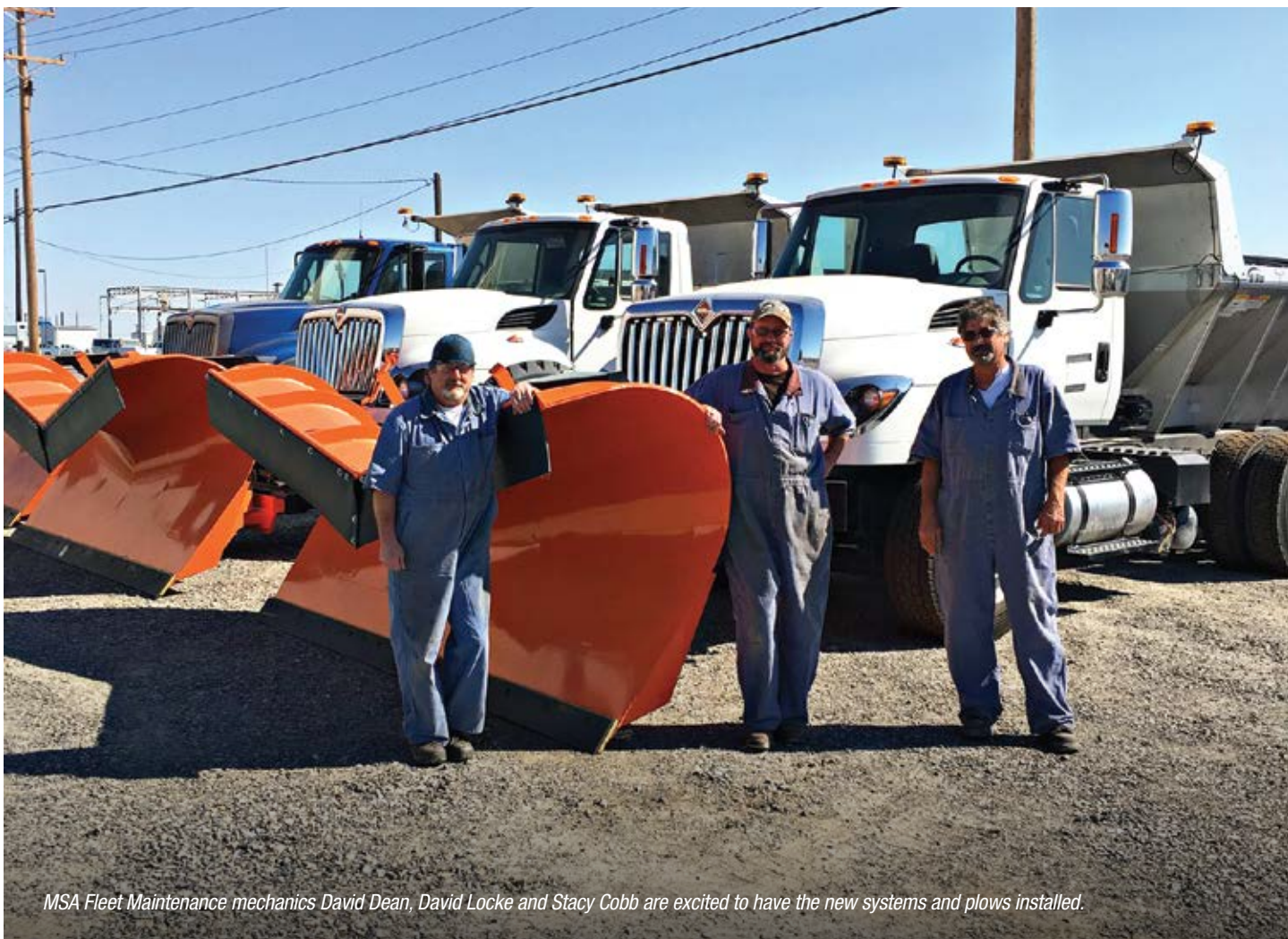
The project involved redesigning and demolishing six shower stalls and installing five new showers, barrel alcoves and towel shelves. The new design included:

- Larger shower stalls
- New plumbing for the floor drains, and hot and cold water
- White subway tile around and above each shower surround
- New overhead lighting
- New shower doors
- Vinyl flooring
- Alcoves for a towel shelf and wet towel barrel



The new shower stall, before and after.

"Everyone was excited about the updated shower facility," said Sean McFadden with Crane & Rigging. "Facility upgrades are always greatly appreciated around here!" ■



MSA Fleet Maintenance mechanics David Dean, David Locke and Stacy Cobb are excited to have the new systems and plows installed.

SNOW BEWARE!

MSA's Road Crews are Ready for Winter

Last fall, MSA began exploring options to improve and standardize their snow plows, sander equipment and controls used for snow removal. MSA's Fleet Services, Roads & Grounds and Motor Carrier Services visited county shops to discuss what systems were used and working well. After determining the best road maintenance system for snow, one test unit was ordered and installed onto one of MSA's large dump trucks. The test unit was used during the particularly harsh winter of 2016 and held up well, instilling confidence that it indeed was the best system. Two more systems were ordered and readied for the upcoming winter.

The new equipment includes plows, remote mounted hydraulics (instead of having pressurized hydraulics in the truck cab), an in-cab touch screen menu with plow and sander indicators, joy stick controls, and stainless steel sander box

and mount attached directly to the frame (rather than chained inside the dump bed). The system provides consistency for drivers and mechanics with higher quality snow removal capabilities while minimizing the amount of sand needed and decreasing maintenance downtime and costs.

Rusty Knight, with MSA Roads Maintenance, knows the difference this equipment will make. "This new system will make it easier for our drivers, which will have a positive impact on snow removal across the Hanford Site. This year we'll be running three of the new system and four of the existing system; we hope to add more of the new ones next year."

And they are ready for winter. Approximately 50 MSA employees from several different organizations attended a week of training with the new equipment. ■

DELIVER ON **COMMITMENTS**



MSA recognizes excellence in customer service is key to our success.
MSA strives to listen to our customers, partner with them and
respond with agility and purpose to meet their needs.



(Left to right) Chuck Ames, Con Ops mentor, Steve Metzger, vice president of Training & Con Ops, John Kristofzski, Con Ops mentor and Bobby Bates, Con Ops director.

Conduct of Work Mentors Receive Praise

The goal of a conduct of operations program is to ensure that formal, consistent processes are established to support efficient and successful mission completion, and protect workers, the public and the environment.

One of the key elements within that process is the mentoring program, which facilitates improvements at three company levels: the organizational level, the process level, and the individual level. Mentors have been established to coach, counsel and recommend improved processes for all activities and departments within MSA.

"It takes very special knowledge to be an effective Conduct of Operations (Con Ops) mentor," noted Steve Metzger, vice president of Training & Conduct of Operations.

The two conduct of work mentors for MSA are John Kristofzski and Charles Ames. They are responsible for observing conduct of work activities, providing coaching and instruction to project personnel, identifying positive behaviors and habits, and identifying opportunities for improvement.

Recently, the mentors received positive feedback from a lockout/tagout event. During the event John helped identify an area of concern that turned an error into an interactive learning experience.

"John is the best conduct of operations person I have ever worked with," said Rick Dahlin with Maintenance Services. "John goes the extra mile to ensure that events become true learning experiences for all involved, so we can walk away better prepared to prevent a reoccurrence." ■

"It's great seeing this program grow and flourish the relationships between various levels of project leadership. We continue to receive positive feedback from DOE and MSA leadership about the great work our mentors are doing. Without them, we wouldn't be able to provide continuous improvement of employee safety."

BOBBY BATES, DIRECTOR OF CON OPS



Connect Tri-Cities 2017



When it comes to our future workforce, we're a community of one. This was the focus of the Connect Tri-Cities event in October, sponsored by MSA's corporate partners. It brought together 34 partners and 58 vendors with 1,500 job seekers and 1,300 students for 3 days of engagement. Connect Tri-Cities included a job fair, keynote speakers, veterans support, retirement planning, job skills preparation, interactive exhibits, networking and \$30,000 in scholarships awarded to high school students after the Science, Technology, Engineering and Math (STEM) competition.

MSA's entire Human Resources (HR) team played a significant role in the success of the event. They assisted more than 100 people at the Connect Tri-Cities Resource Center through workshops and one-on-one coaching. HR staff provided personalized assistance and shared strategies for making job searches and career development more successful.

Dan Seitz worked closely with one job seeker, Fidel Llerenas, on resume and interview skills. Fidel was recently hired as a truck driver at MSA and credits Dan for helping him prepare for success.

At the job fair, MSA's booth was manned by HR staff and other managers. Julie Lindstrom with MSA Staffing connected with the Columbia Basin Veterans Opportunity Center (CBVOC) at the event, which led to an MSA presence a few weeks later at the Stand Down for Veterans job fair. "The connection made with the Veterans' Opportunity Center is valued and will continue out of our mutual desire to help veterans in our community find meaningful, sustainable employment. The relationship with the CBVOC enables MSA to connect with a greater pool of veterans." ■





HAMMER director Karen McGinnis discusses the growth she's seen over the last 20 years as HAMMER's director.

HAMMER Celebrates 20 Years of Excellence

This past October, the Volpentest HAMMER Federal Training Center (HAMMER) celebrated their 20th anniversary with a three-day event, which included an Indigenous Restoration Area dedication to tribal leaders, steering committee and subcommittee meetings and an anniversary celebration.

Washington State Governor Jay Inslee and local dignitaries came together to honor HAMMER's 20 years of excellence. The one-of-a-kind training facility has achieved world-class status and is recognized by DOE and around the nation for its expert staff, worker trainers, partnerships, emergency responders who safeguard the public and the environment, and its hands-on safety training for workers.

"It's been about asking people to help us build a coalition and build a world-class training center that can help clean up the site and keep Hanford workers safe," said HAMMER director, Karen McGinnis.

Governor Inslee, who helped contribute to the formation of HAMMER, said it was a great honor to be at the ceremony.

"I really do believe this [HAMMER] is the best safety training in America today. It's happened due to the commitment to our brothers and sisters who're doing this great work. I'm glad to have played a small role."

During the ceremony, a plaque was unveiled to commemorate AFL-CIO President Richard Trumka's recent recognition of HAMMER as "the single most important partnership between labor and management in the country."

Nearly 300 attendees, including HAMMER Steering Committee and Subcommittee members and visitors from across the country, were in attendance to celebrate the occasion. ■



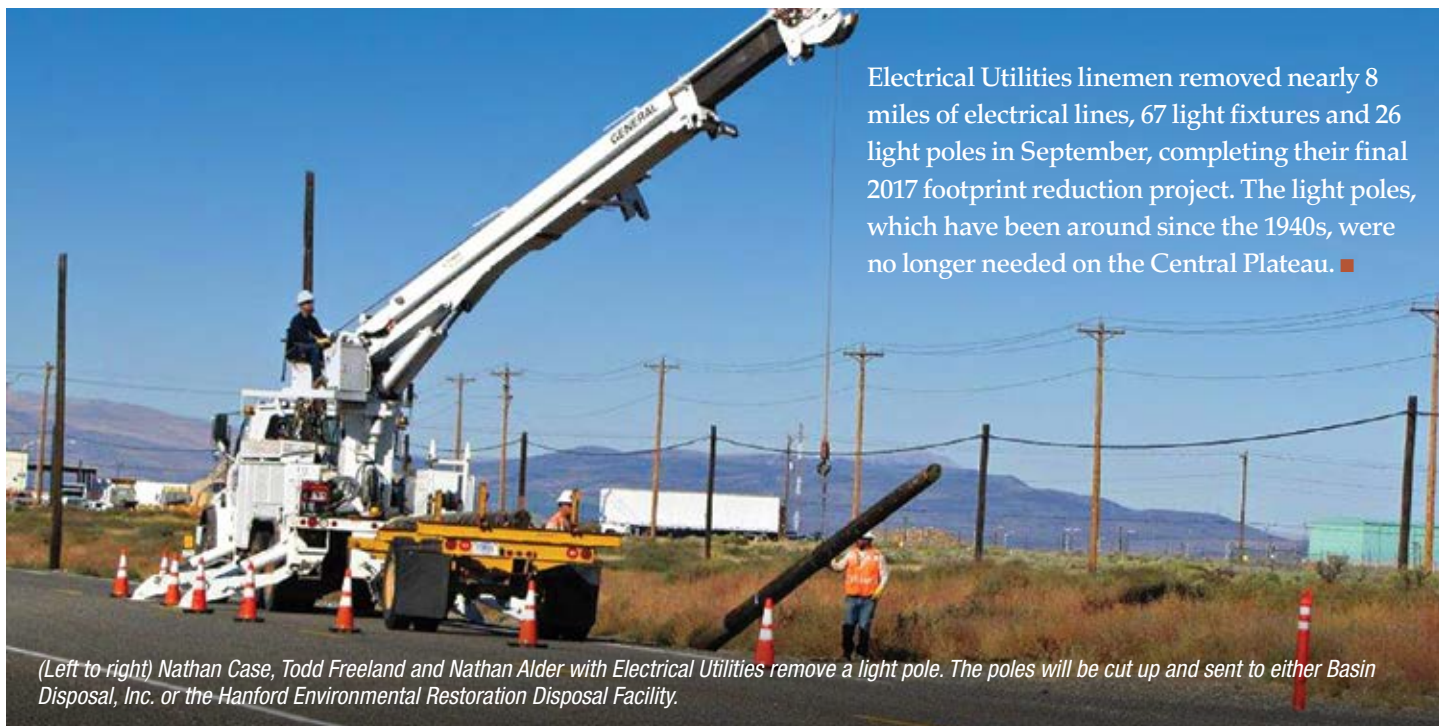
Tribal members along with family and friends gather around the plaque, which honors their tremendous commitment, leadership and support to HAMMER.



Paul Vandervert, HAMMER Operations Director, Eric Dean, General President, IW (Iron Workers), Glenn Podonsky, DOE's Director, Office of Enterprise Assessments, Dan Stepano, General President OPCMIA (Operative Plasterers and Cement Masons International Association of the United States and Canada), Bob Wilkinson, MSA President and Gordon McCleary, Retired Vice-President, OPCMIA.



Final 2017 Footprint Reduction Project Completed



Electrical Utilities linemen removed nearly 8 miles of electrical lines, 67 light fixtures and 26 light poles in September, completing their final 2017 footprint reduction project. The light poles, which have been around since the 1940s, were no longer needed on the Central Plateau. ■

(Left to right) Nathan Case, Todd Freeland and Nathan Alder with Electrical Utilities remove a light pole. The poles will be cut up and sent to either Basin Disposal, Inc. or the Hanford Environmental Restoration Disposal Facility.

New Design Makes for Easier Web Navigation

MSA recently redesigned its internal website. The new design is clean, simple, and gives HLAN users one-click access to frequently-visited pages like Employee Self-Service and safety resources.

The redesign streamlines the webpages and incorporates photos and graphics to be visually appealing and user friendly. Banners point users to time sensitive or key information, while smaller photos direct users to popular links. Several MSA organizations have followed suit, making their internal pages more accessible, too.

Emergency Services led the way, rolling out their redesign this past summer. Along with more visuals illustrating their work, the pages highlight the significant roles in their group and offer easy access to important information.

Training & Conduct of Operations (T&CO) followed with their new pages in October 2017. The new T&CO webpage reflects the recent organizational changes and service upgrades. Users can now access the Maintenance & Work Management page and manager training reports in one central location.

Communications and External Affairs (C&EA) redesigned their website in early 2018. Using web metrics to determine



MSA's internal website has a fresh, new look.

what information was most accessed, C&EA designed its content to feature easy links to weekly Safety Starts, MSA logos and Streamline. Those links are front and center with access to all content pages only one click away.

Check out MSA's home page, and keep an eye out as more MSA organizations post redesigned pages over the next few months. ■

SITEWIDE INTEGRATION



MSA employees proudly serve DOE and partner with contractors in our Hanford Site integrator role. Through efficient service delivery, forecasting of cross-contractor needs, alignment and prioritization of resources and resolution for emerging site needs – we support and enable the cleanup mission.



Dan Ostergaard (left) and Nolan McCants with Content & Records Management look through some of the historical photos in the collection.

Preserving Hanford's History One Photo at a Time

From the first settlers that lived on the land, to presidential visits and current cleanup activities, the Hanford Site has a rich history waiting to be told. MSA's Content & Records Management organization has a historical collection containing hundreds of thousands of photographs. Their mission is to catalog and organize all of this information for future use.

"Making sure we preserve these historical photographs is not only key to understanding Hanford's past, but also helps in cleanup. Often they are used for determining and examining how certain structures were built," said Ladd Allison with MSA's Content & Records Management.

After the PUREX tunnel collapse last May, DOE asked Records for photographs related to the construction of the tunnels. The team was able to provide DOE with historical photos of the tunnels which helped DOE have a better understanding of the collapse and identify potential steps for stabilizing both tunnels 1 and 2.

The task of cataloging the photos is a monumental effort. To help with the process of cataloging, the Records team turned to Dan Ostergaard, a long-time Hanford photographer, to help identify relevant photos.

"We wanted to find someone who was passionate about the photos and who would make sure the photos were properly cataloged," Allison said. "Dan is working with our team to make sure the photos will be accessible for future requests." ■

"The photos not only helped us understand why there was a partial collapse, but they were very important in defining a near term response. The use of experienced personnel with a knowledge of the Hanford photographic history, categorization and storage protocols was extremely valuable."

**AL FARABEE, FEDERAL PROJECT DIRECTOR
OF THE RL WASTE MANAGEMENT DIVISION**



Emergency Management Conducts Limited Exercise



Hanford Fire Department personnel attend to the patient at a simulated accident during the exercise.

Emergency Management conducted its FY 2018 first quarter limited exercise in November. To develop and maintain effective emergency response capabilities, Emergency Management Readiness Assurance conducts two full-scale exercises each year.

The exercise simulated a response to a chlorine alarm and release at the 283W Water Treatment Plant and a corresponding vehicle accident. Hanford firefighters and paramedics demonstrated their ability to respond to the potentially hazardous situation as well as to the vehicle accident.

Approximately 150 employees participated in the exercise, including MSA's 283W facility emergency response organization, the Hanford Fire Department, Hanford Patrol, and a multi-contractor team of employees to manage the Emergency Operations Center and conduct and evaluate the exercise. ■

Critical Water Treatment Plant Upgrades Complete

The Hanford cleanup mission relies heavily on water for both personnel use and operations. The Central Plateau uses water supplied by the 283W Water Treatment Facility, which was constructed in the 1940s. It's a conventional water treatment facility, producing potable water through four gravity-based filter beds, each controlled by hydraulic valves.

MSA recently completed valve and filter media replacements at the water treatment facility, ensuring the delivery of potable water. For many years, only two of the four filters were operational. In order to bring all four filters online, all four filter bed valves and three of the four filter media were replaced.

The 283W Water Treatment Plant is now capable of operating at its full design capacity, which is critical to supporting cleanup. As Hanford moves closer to key milestones, including the commissioning of the Low Activity Waste Pretreatment System and the Waste Treatment Plant, the Hanford Site will require potable water at levels much higher than what has been seen in previous decades.



James Clancy, Mike Morris and Kurtis Obermeyer load filter media into filter bed #3.

To support future needs, MSA is in the process of major infrastructure upgrades, including a new water treatment plant, to service the Hanford Site for decades to come. ■



Energy Management Team Completes Record Year of Savings

The Hanford Site earned a \$556,000 refund from the Bonneville Power Administration (BPA) Energy Efficiency Incentive Fund for the biennial period of 2016-2017.

In 2012 the BPA established the Energy Efficiency Incentive Fund for their customers to submit energy-saving projects and receive incentives to help them reduce energy usage. Prior to 2016, the Hanford Site received an average of less than \$10,000 a year from the program.

As the site services provider for the Hanford Site and DOE, it is MSA’s responsibility to seek out opportunities to reduce costs and save energy.

The Energy Management team made a determined effort to increase awareness of the incentive program, identify opportunities for energy efficiency, and aid Hanford contractors in submitting projects. The Energy Management team collected the required documentation, performed calculations, and facilitated the incentive process. Qualifying projects across the site included; retrofitting lighting to LED, downsizing transformers, and upgrades to large site electrical transmission and distribution systems.

Energy Incentives Earned from the Bonneville Power Administration



In fiscal year 2016, Hanford contractors identified energy savings of 733,000 kWh, and earned \$136,769 from the incentive fund. In fiscal year 2017 we surpassed that with 1.3 million kWh in energy savings, and earned \$419,807 incentive funds, bringing the biennial total to over 2 million kWh of energy saved and totaling \$556,000 in funds received. ■



Electrical Utilities Launches Innovative Recycling Program

MSA's Electrical Utilities (EU) celebrated the beginning of a new recycling program last fall with the first shipment of 25 large electrical transformers to a recycling facility in Oregon.

After several months of planning, developing new processes, ensuring regulatory compliance, and engaging support from multiple departments, EU finalized a contract with Transformer Technologies in Salem, Oregon, to recycle transformers and transformer oil. With workloads high through the spring and summer, determination and continued effort were required to get the recycling program up and running. Several champions within EU saw the project through to implementation.

Prior to this recycling program, used transformers were stored at the 253E EU Laydown Yard, and some were sent to ERDF. Used oil was accumulated and stored in tanks.

Now transformer oil will be recycled and sold to a variety of end users, and the transformers will be completely dismantled for metal recovery.

"It's about the environment; it's also about efficient work practices," said Joe Caudill, director of EU. As these efforts inspire new ways of doing business, EU continues to receive



Electrician Ryan Dibble, linemen Rick Remer and Curtis Cromer, and Transformer Technologies driver Mark Gardner, load transformers on a truck for shipment to Salem, Oregon for recycling.

smart ideas from empowered employees who are committed to the site's long-term sustainability and cleanup effort.

"This is a great example of cross-functional teamwork, improving how MSA performs work while protecting the environment," said Ann Shattuck, director of Environmental Integration Services. ■

Teamwork Drives Development of New Water Treatment Facility



MSA and CH2M HILL Plateau Remediation Company (CH2M) recently demonstrated teamwork by sharing information on water treatment facilities. MSA is under contract to design and build a new water treatment facility in the 200 Area that will support mission assurance for the next 30 years. Once operational, the plant will produce 3.5 million gallons of water per day.

CH2M operates a water treatment facility in the 100K Area using the same planned treatment technology. MSA used information from CH2M to help obtain a pilot plant waiver from the Washington State Department of Health for the new water treatment facility. Together, potential improvements for this type of technology were also identified. "This collaborative effort by MSA and CH2M is another example of good things happening when the Hanford team works together for the common good," said MSA project manager Dan Parr. ■

MSA Water Utilities engineer Kevin Hanlon was one of several MSA employees able to do a walk down of the 100K plant, facilitated by CH2M.



MSA IM Supports PFP Demolition Activities



Over the last year and a half, MSA, including its Information Management (IM) organization, have been supporting CH2M HILL Plateau Remediation Company (CH2M) with demolition of the Plutonium Finishing Plant (PFP).

Before demolition began, IM installed several cameras at the facility, including time lapse cameras that have been used to capture some of the most critical images of the demolition. They also installed a network of cameras that can be accessed and controlled remotely, allowing work teams and project management to view and coordinate demolition activities. ■

MSA successfully completed the installation of a camera on the backside of PFP by running a new fiber optic cable, mounting the camera onto a tower, and testing for functionality. The camera will be used by CH2M for viewing demolition activity. Pictured are MSA employees Quinn Bragg (left) and Bryan Hurt.

Hanford Patrol Graduates New Recruits

MSA's Hanford Patrol recently graduated 22 new federally commissioned security police officers. The Hanford Patrol Training Academy's 17 week program trains new recruits to the highest standards that meet or exceed the Criminal Justice Training Commission, Federal Law Enforcement Training Center and DOE/National Training Center standards. ■

Hanford Patrol's men and woman serve the Department of Energy and the Hanford Site by protecting the site's national security assets and our employees.



EMPLOYEE ENGAGEMENT



MSA strives to create compensation and employee engagement programs that foster the GROWTH of MSA as individuals. Our goals include ensuring that employees are valued and receive recognition for the quality of work they do.

Fighting Breast Cancer One Step at a Time

MSA employees once again joined their colleagues and family members at the Tri-Cities Making Strides Against Breast Cancer walk/run. Team MSA Cares raised more than \$3,400 for the American Cancer Society and volunteered at the MSA-sponsored water stations to keep walkers and runners hydrated. ■



MSA employees Kristin Strankman (Project Controls), Debbie Strankman (Enterprise Customer Support Services) and Melissa Soto (Security Analysis), and Melissa's daughter Ashleyanne, gave out water to walkers and runners.



MSA teams included serious runners as well as those up for a Thanksgiving Day stroll!

2017 Red Cross Turkey Trot

MSA employees and family members came together Thanksgiving morning to enjoy the American Red Cross' annual Turkey Trot. This MSA sponsored event is a fun way for people to burn a few extra calories before enjoying holiday festivities with a 1 mile or 5k walk or run. ■



Calvin Dudney was gracious enough to take part by getting a pie in the face, raising over \$600!

United Way 2017

MSA's 2017 United Way campaign raised nearly \$130,000 from generous employee donations as well as employee-sponsored lunches, pie-in-the-face competitions, auctions and a variety of creative activities – all in the name of living united! The money raised will make a lasting impact across our community. ■

Fundraising & Inspiration at Women Helping Women

Several MSA employees had the opportunity to attend the annual Women Helping Women luncheon, featuring keynote speaker Libby Moore, who served as Oprah Winfrey's chief of staff. MSA was a first-time sponsor of the Women Helping Women event, which raised more than \$130,000! All of the money stays local and is distributed to organizations and programs that make a positive impact in the lives of women and children. ■



After an inspiring luncheon, MSA employees were ready to continue making our community a better place.



Thank you to everyone who helped make a child's Christmas a little brighter!



Bikes for Tikes

Close to 70 employees and family members joined MSA Cares to assemble bicycles for the annual Bikes for Tikes event. MSA was a corporate sponsor for the program, which is led by Local U.A. 598. MSA employees, along with hundreds of other community members and high school students, helped build more than 1,650 bicycles! The bikes and helmets are distributed to children around our community! ■

LEFT: Rusty Knight and Bob Wilkinson joined forces to assemble bikes for Bikes for Tikes.

Overwhelming Support for Second Harvest



MSA employees and their family members continue to amaze with their overwhelming support for Second Harvest. This past November, MSA not only filled one, but TWO sort events. Over 100 employees and their family members helped sort food for Second Harvest's Annual Turkey Drive. In a matter of hours, 32,500 pounds of produce was sorted and bagged to be distributed to 2,500 families so they could enjoy a nutritious Thanksgiving dinner. Thank you to everyone for making a difference! ■

It's exciting to meet our employees' families, especially the little ones who get to help make a difference in our community.

HR Offers Resources for Local Veterans

MSA was one of the premiere sponsors at the Columbia Basin Veterans Appreciation Fair Nov. 9 at the Southridge Sports and Events Complex in Kennewick. Human Resources staff met with veterans for resume reviews and coaching and talked to veterans about current MSA job postings.

Hundreds of veterans attended the event, which was organized by the Columbia Basin Veterans' Coalition. The fair also provided flu shots, benefits counseling, clothing and free haircuts to veterans in need of support. ■



A veteran talks with Human Resources specialist Jessica Esparza about current job openings at MSA.

30 Days of Caring

MSA Cares held their second annual 30 Days of Caring campaign, which gives employees an opportunity to nominate an organization for MSA to donate to.

It's no secret that MSA employees care about the community and want to give back, and during the month of November, they were able to do so. Each day in November, one nomination was randomly chosen and MSA made a donation in the employee's name to the suggested organization.

Donations were made in employee's names to the following organizations:

- Domestic Violence Services of Benton & Franklin Counties
- American Red Cross
- My Friends Place
- United Mitochondrial Disease Foundation
- Boys & Girls Clubs of Benton & Franklin Counties
- Mikey's Chance Canine Rescue
- Alzheimer's Association
- Boy Scouts of America Blue Mountain Council
- YMCA of Greater Tri-Cities
- Disabled American Veterans
- Blue Mountain Wildlife
- Tri-City Union Gospel Mission
- Benton Franklin Humane Society
- Adopt Shelter Animal Pets (ASAP)
- Mid-Columbia Ballet
- Corks Place/Chaplaincy Health Care
- Juvenile Diabetes Research Foundation
- Ronald McDonald House of Western Washington
- Family Learning Center
- Children's Developmental Center
- Ignite Youth Mentoring
- Semper Fi Foundation
- Tri-Cities Diaper Bank



Jennifer Jahner, Alzheimer's Association

"I watched my mother, over several long, agonizing years suffer and eventually pass away from this cruel, unforgiving disease. Any support to find a cure, so no one has to endure this heartless disease or feel helpless as their loved ones fade away before them is why I chose this charity."



Jessica Chapman, United Mitochondrial Disease Foundation

"My daughter Lyla is 13. She has suffered from Mitochondrial (MITO) Disease since she was 4. There is no treatment for Mitochondrial Disease, but there are supplements that make life manageable for a MITO kid. Through research, I know that they can find a treatment that will work for Mitochondrial and could possibly cure the disease!"



Aaron Fergusson, Mid-Columbia Ballet

"I chose the Mid-Columbia Ballet because my oldest son is autistic with an intellectual disability and the organization has begun a program for kids like him to expose them to dance and music, called INCLUDE. They also began a sensory friendly performance of the Nutcracker for families of special needs children with quieter music, dimmer lights, and a welcoming atmosphere. The Mid-Columbia Ballet understands and recognizes the sensory issues faced by disabled children, most of whom have no appearance of being disabled (people often assume they are just unruly), and that is why they have my support."





Helping to Feed the Hungry

Boxes for the 32nd annual Hanford Food Drive were quickly filled with donations from employees across the Hanford Site in early December. Employees, contractors and unions, including MSA, CH2M Hill Plateau Remediation Company, Washington River Protection Solutions, HAMTC, Insulators Local 120, Teamsters Local 839, IBEW Local 984, Local 598 Plumbers and Steamfitters and Local 242 Boilermakers, also made cash contributions to purchase additional food. MSA purchased more than 5,000 pounds of frozen turkeys to donate and one generous MSA employee (who wishes to remain anonymous) donated 30,000 pounds of potatoes and onions. When all of the Food Drive donations came together, approximately 45,000 pounds of food were donated to food banks and distribution centers throughout the Tri-Cities and Yakima Valley! ■



ABOVE: Left to right, Tom Nicholas with WRPS/Local 120, MSA employees Lori Araujo, Heidi Dudney, Calvin Dudney, Renée Brooks and Ian Hunsaker (also representing HAMTC), get ready to load and deliver food.

LEFT: Hanford Explorers Post helped to deliver food donations to seven locations in the Yakima Valley.

Making Spirits Bright

The generosity of MSA employees was overwhelmingly apparent this holiday season. Many groups and organizations donated money and purchased gifts and food for children, families in need, local animal shelters, food banks and much more. To see more photos of MSA's holiday giving, check out our Facebook and Instagram pages. ■

HIGHLIGHTS:

In addition to adopting foster children through HAMTC, Biological Controls also gathered items for the Shelter Wish List for Domestic Violence Services.

Content & Records Management raised nearly \$1,500 and purchased gifts for five HAMTC foster kids, as well as 450 pounds of pet food for the Tri-Cities Animal Shelter.

Crane & Rigging staff donated nearly \$700 to purchase toys for Salvation Army's Toys for Tots. Crane pool coordinator Sean McFadden and his son Jaxson (shown at bottom right) went shopping on behalf of the team.



E M P L O Y E E F Q C U S



Meet Buzz Zunker

If you want to put a smile in your day, stop by MSA Acquisition Management and chat with P-card technician Buzz Zunker. "I do like to have fun," Buzz said.

Born and raised in the Tri-Cities, Buzz has worked at Hanford for more than 20 years. Prior to joining MSA, he was a material coordinator at CH2M Hill Plateau Remediation Company. For Buzz, the best thing about MSA is the people who work here.

"Buzz is always going above and beyond to help with P-card orders. His attitude and humor make our department an enjoyable place to work," said Brian Mair, manager of Acquisition Management.

Buzz's love of fun and excitement shines through on the weekends. He was a rodeo clown and bullfighter for 15

years. When asked what drew him to rodeo, Buzz said he was born and raised in it. His family participated in rodeos, and his uncle was a rodeo clown.

Buzz judged rodeos for 17 years and has served on the Horse Heaven Roundup Board of Directors since 1982. He is currently on the Miss Rodeo Washington Board of Directors. He and his wife serve as royalty chaperones, which involves traveling to rodeo events on weekends year round. "It keeps me young," Buzz said. When he's not fulfilling his rodeo duties, Buzz likes riding horses and spending time with his 3-year-old grandson and new granddaughter. ■



Synergy Network Hosts Holiday Affair

Carol Johnson, president and owner of consulting company Elegance Under Pressure (pictured above) spoke to more than 250 attendees at MSA's Synergy Network holiday mixer. Johnson shared stories and reflected on lessons she learned as former president of Washington Closure Hanford and chief executive officer and president of Savannah River Nuclear Solutions.

Her topic for the evening was *Participatory Leadership: Knowing What You Stand For*. She shared words of inspiration, the importance of knowing your audience, getting the right people involved in decision making, apologizing when a mistake is made, and handling tough situations with grace.

MSA's Synergy Network formed in 2016 to provide a forum to empower employees through professional development, community involvement and networking opportunities. The Network is open to both men and women. ■



Left to right, MSA employees Erin Mitchem, Rachel Jewett, Sheri Leinen and Trisha Michel mix and mingle at the Synergy Network-hosted event.



RIGHT: Chief Operations Officer Amy Basche, right, speaks with Michelle Hare, CH2M HILL Plateau Remediation Company, during the social hour at the event.

Education Reimbursement Program Helps Employees Reach Goals

MSA is committed to ensuring that employees have the tools and strategies to be successful in their careers. The Education Reimbursement Program helps employees prepare for the future by helping them pursue additional training and education.

“It’s not a one-size-fits-all program,” said Dan Seitz, senior human resource specialist, who oversees the program. “We meet with employees on an individual basis to find out their specific goals and interests. Then we look at several options available and help them create a plan.”

Currently, 70 MSA employees are actively enrolled in the Education Reimbursement Program working towards associate, bachelor and post-graduate degrees. This program is open to all, full-time or part-time employees of MSA, and active Mission Support Contract (MSC) pre-select subcontractors’ incumbent employees, who have been with the company at least six months.

Kristen Ball from day shift Custodial said the program helped her finish her Associates degree and create a new career plan. “It was wonderful that Human Resources (HR) took the time to get to know me, what my goals were, and where I wanted to go,” Ball said. After working on the site for a decade, Ball said she was intimidated about going back to college. “Having HR in my corner and my manager working with me really helped. It would have been harder if they weren’t on my side.”

Ball plans to use the program to finish a Bachelor of Science in Project Management. She encourages other employees to take advantage of the program. “Tomorrow’s not promised. What better time than now?”



Kristen Ball with her Associates degree.

Employees interested in the Education Reimbursement Program should talk with their managers, and contact Dan Seitz or Criselda Swanson in HR before enrolling. ■



CBC Scholarship Program

Supporting education for future generations is an important part of MSA’s corporate giving program. The Columbia Basin College scholarship program awarded nearly \$900,000 in scholarships to 450 students. Heather Palmer was awarded the MSA scholarship, as well as an employee dependent scholarship. Her dad, Stuart Palmer, is with Hanford Patrol. MSA employees Manny Chavallo, Reneé Brooks, Mike Wilson and Rae Moss attended the scholarship ceremony and had the opportunity to meet Heather and learn more about her goals to become a nurse. ■

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